



## Contacting us

### Statement

#### We will:

- greet you politely, and treat your enquiry with sensitivity and tact
- respect your right to confidentiality
- be fair and impartial and not make promises we cannot keep
- apologise and learn from any mistake
- respect you but we will also expect respect towards staff and contractors
- provide information and advice in different ways

### General Contact

- our offices and phone line will be open between 9 and 5, Monday to Friday excluding Bank Holidays
- when our offices are closed all calls will be transferred to our emergency line
- staff will wear identification badges
- responses to your enquiries will be in your chosen language (Welsh or English) or the 'Language Line' service will be provided for minority languages when needed
- information will be provided in various formats to meet your needs e.g. large print or Braille

### Phoning

#### We will:

- answer the phone within 30 seconds and deal with your enquiry through the first point of contact
- pass your enquiry on to the relevant officer or another member of staff if a member of the Customer Service Team cannot deal with your enquiry
- ensure that you receive a response to any message left
- ensure that staff give their name and ask whether you have another enquiry they can help you with

### Online / Letter

#### We will:

- acknowledge your correspondence within 3 working days
- send a response within 10 working days showing the author's name, job title, and contact details

### Visiting an office

#### We will:

- ensure that our offices are clean, tidy and have appropriate access for disabled people
- ensure that a member of the Customer Service Team receive your attention at once and that your enquiry will be dealt with within 10 minutes (unless you have a pre-arranged appointment)
- display opening hours clearly outside our offices, as well as our contact details

## **Home visits**

### ***We will:***

- arrange an appointment with you before the visit
- introduce ourselves and explain the reason for the visit

## **Review and Monitoring**

We will be monitoring and reviewing our Standards with our service users to ensure that they are met. If you feel that we do not meet these Standards, please do not hesitate to contact the Senior Performance officer by phoning 0300 111 2122 or e-mail [post@grwpcynefin.org](mailto:post@grwpcynefin.org).